



## Library Technology and Telecommunications Committee Meeting Report

Meeting Date: January 28<sup>th</sup>, 2026

Next Meeting: February 25<sup>th</sup>. 2026

Location: ZOOM

### Library

- Library Third Floor is closing temporarily in order to complete our Window Replacement project. If you need books from Third Floor Stacks – please reserve them on *OneSearch* library catalog or request them by title at Circulation-Reserve Desk on First Floor. Treehouse Conference Room reservations will be suspended during this period.
- *Get to Know Your Library* with a 30-minute tour to learn everything your Library has to offer. Tours are scheduled: Thursday, February 5<sup>th</sup> – 2:00 PM; Monday, February 9<sup>th</sup> -- 10:00 AM; Wednesday, February 11<sup>th</sup> -- 11:00 AM. Register on Library Homepage. Tours meet in Library Gallery next to Circulation-Reserve Desk. Rebecca Arzola will be your trusty Tour Guide. Please bring physical or virtual CUNY ID to enter Library.

### Information Technology

- **Live Support (LehmanQ):**  
For LIVE assistance, the Lehman community is encouraged to use **LehmanQ**, which serves as the single point of contact for in-person, phone, or Zoom support. LehmanQ can be accessed at [www.lehman.edu/q](http://www.lehman.edu/q) or from the Home page as well as the Help Desk site. Community members complete a brief form and are then connected directly with available support staff. For context, this past Monday and Tuesday, LehmanQ assisted approximately 300 and 320 community members, respectively.
- **Service Requests and Issue Tracking (ServiceNow):**  
For issues that require documentation, tracking, or follow-up, such as classroom technology, hardware, software, or other service requests, the community should use **ServiceNow**. After submitting a short request form with basic information, the request is automatically routed to the appropriate technical staff for resolution. ServiceNow enables IT to manage requests more efficiently and transparently. The platform continues to evolve and will be updated and improved over time. ServiceNow, which requires CUNY

login credentials, is available from the Lehman "Login" page. To submit requests, select "Catalog" from the right upper corner. For more information, please check the email sent by VP and CIO Edi Ruiz on Monday, January 26th

- **Student Email Migration to Office 365:**

Student email accounts will be migrated into the faculty and staff Office 365 environment, with a target timeline of Spring Break (early April). This migration is a complex initiative with multiple interdependent components and is being led by CUNY CIS. The benefits include standardized policies and security controls, simplified administration and support, and reduced system fragmentation, all of which improve reliability and consistency for end users. An awareness and communication campaign will begin in the coming weeks to prepare the campus community for this change.

- **Cybersecurity Training and Security Enhancements:**

Cybersecurity training is mandatory for all students, faculty, and staff, as required by the CUNY Board of Trustees. The training is strongly encouraged, as it provides practical and relevant guidance on protecting institutional and personal data. In addition, URL isolation has been enabled for student accounts, resulting in a significant reduction in account compromises. As with any security system, occasional false positives may occur, but the IT team responds promptly to minimize disruption.

- **Lehman Virtual Private Network (VPN) Upgrade:**

Lehman College is piloting a new VPN sign-in experience that simplifies access by allowing users to authenticate using their CUNY credentials rather than separate Lehman credentials. Lehman is the first CUNY college to pilot this initiative, and the campus looks forward to the upcoming go-live.

- **Digital Signage Project:**

The Digital Signage initiative is moving along. Approximately 90 percent of the electrical work has been completed, and all required hardware is currently on site. This project will significantly improve the dissemination of campus information and announcements. Through this project, we will be installing 58 internal displays and 2 outdoor displays, along with media players for content syndication.

#### **LinkedIn Learning**

- Hot off the press! CUNY has entered into an agreement with LinkedIn Learning to provide access for all students, faculty, and staff. Lehman College is the first institution collaborating with CUNY CIS to implement single sign-on integration using CUNY Login by the end of this month.

#### **LMS/Brightspace**

- Faculty are welcome to meet with a member of the Brightspace Transition Team for one-to-one assistance. Our Team is offering additional weekday and weekend hours too

through this weekend. The Brightspace Office Hours Registration link is found on the Lehman Brightspace Transition Website. Kindly complete the FEEDBACK form following your office hour.

- A survey was sent to Department Chairs and Deans requesting feedback on the structure of Brightspace Gradebook Training. We are awaiting responses.
- A survey was sent to faculty and staff requesting feedback on the Brightspace Course Navigation Bar. We received a small number of responses and are assessing the next steps
- As we mentioned earlier, Service Now is the official system or record to submit requests for service – including Brightspace. Please use Service Now to submit your requests for course merges, copy, adding observers. Using Service Now will allow us to provide. secure, reliable and equitable IT support to the community, especially during high volume periods [Faculty.Help@lehman.cuny.edu](mailto:Faculty.Help@lehman.cuny.edu) will remain available for faculty to submit questions.

### Center for Teaching and Learning

- Save the date: [\*\*\*The Excellence in Education and Community Conference\*\*\*](#) returns, in person on Friday, April 17, 2026. It will also feature virtual sessions through the week of April 13, 2026.
- The cohort for the **Collaborative Online International Learning (COIL)** is assembled! Instructors across the schools and departments at Lehman College will meet in spring 2026 to learn more about possibilities for taking course abroad. For questions about the program or application, please contact Asako Tochika at [asako.tochika@lehman.cuny.edu](mailto:asako.tochika@lehman.cuny.edu).
- The cohort for [\*\*\*The Engaged Pedagogy Program\*\*\*](#) is assembled! Students and instructors will partner over the next 13 weeks to develop student-centered teaching and learning materials to implement in AY 26 - 27. Bookmark the webpage to learn more about progress.
- Faculty who are interested in **open educational resources** and learning more about how to design them with **Wikipedia** are encouraged to [complete a brief interest form](#) as soon as possible to participate in a forthcoming spring 2026 workshop.